

Tender No. PS/SRV/MMTIS/013/2026– Multimodal Travel Information Services (MMTIS) Deployment in the Western Balkans

Clarification no. 1

No.	Clarification request	Contracting authority's answer
1.	TS Section 7 states that the team should include "the profiles provided under Annex 1 – Instruction to Tenderers". The Instructions to Tenderers contain no expert profiles and refer back to TS 7.1. Please confirm that TS 7.1 is the sole source of the expert requirements.	We confirm. The minimum requirements applicable to the key experts are those specified in Section 7.1 of the Technical Specifications. The reference to profiles provided under Annex 1 – Instructions to Tenderers should be understood as a cross-reference to the procurement documentation and does not establish additional expert-profile requirements beyond those set out in Section 7.1 of the Technical Specifications.
2.	For the Team Leader, the specific professional experience may have been gained in "EU Member States and/or EU accession countries", whereas the project-related experience requires projects "in EU MS". Please confirm whether projects completed in EU accession countries, including the Western Balkans, are accepted for the project-related	No. For the project-related experience requirement of the Team Leader, Section 7.1 specifically requires at least two completed projects related to the scope of work of this assignment in EU Member States. Projects implemented in EU accession countries may be relevant for demonstrating the specific professional experience of the expert but do not satisfy the separate project-related experience requirement unless

	experience. This concerns both the minimum requirement and the additional points under award criterion 1.	the relevant project also covered an EU Member State. The same interpretation applies to additional projects considered under Award Criterion 1, as the award criterion refers to projects covering the project-related experience criteria defined in Section 7.1 of the Technical Specifications. The Instructions specify that two projects are required for the minimum threshold and up to three additional qualifying projects may receive additional points.
3.	Please specify which types of projects are considered "related to the scope of work of this project" (TS 7.1, Team Leader and Digital Governance Expert), for example ITS, National Access Points, traveller information services, public transport data, journey planning.	Projects considered related to the scope of work may include, inter alia, assignments concerning Multimodal Travel Information Services (MMTIS), Intelligent Transport Systems with a substantial passenger-information or transport-data component, National Access Points, multimodal passenger information services, public transport or rail data interoperability and standardisation, journey-planning services, transport-data governance and related digital mobility services. The examples are indicative and not exhaustive. The relevance of a project will be assessed on the basis of its actual scope, activities and outputs, rather than its title alone.

4.	TS 7.1 requires the Multimodal Transport Digitalisation and Interoperability Expert to have participated in at least two completed projects "including at least one project applying NeTEx or SIRI". NeTEx and SIRI belong to a family of European transport data exchange standards and specifications that share common modelling and exchange principles (for example DATEX II, TAP TSI, Transmodel, OJP and GTFS / GTFS-RT). An expert experienced in applying these standards has the competence to apply NeTEx and SIRI within the assignment. Please confirm whether a completed project in which the expert applied another European transport data exchange standard or specification satisfies this requirement, provided that the expert's CV demonstrates knowledge of NeTEx and SIRI as required under the specific professional experience.	No. Section 7.1 specifically requires participation in at least two completed projects, including at least one project applying NeTEx or SIRI. Experience applying other transport data standards or specifications may demonstrate relevant professional competence and may be taken into account where relevant to the other experience requirements, but it does not replace the explicit requirement for at least one completed project applying NeTEx or SIRI.
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5.	ITT III.1.3 requires at least two projects "similar in scope and complexity related to MMTIS". Please clarify which types of projects qualify, for example National Access Points, ITS strategies and architectures, passenger information systems, public transport data standardisation, journey planners, or regional transport data platforms and registers.	Projects may qualify where their scope and complexity demonstrate substantial relevance to MMTIS implementation. This may include, for example, National Access Points with multimodal/passenger transport data components, multimodal passenger information systems, public transport or rail data standardisation and interoperability, journey-planning systems, or national/regional transport-data platforms supporting multimodal travel information. ITS strategies, architectures or other digital transport projects may also qualify where their actual scope contains substantial elements comparable to those required under this assignment. Qualification will be assessed on the substance, scope and complexity of the reference project and not solely on the project title or category.
6.	ITT III.1.3 requires projects "completed in the last five years", but also states that for "projects still ongoing only the portion completed during the reference period will be taken into consideration". Please confirm whether ongoing projects are admissible. If so, does the EUR 120,000 threshold apply to the portion invoiced to date?	Yes. Ongoing projects are admissible. In accordance with Section III.1.3 of the Instructions to Tenderers, only the portion of the services completed during the applicable reference period will be taken into consideration. For an ongoing project to be used as a qualifying reference, the value of the completed portion relied upon for demonstrating compliance with the criterion must meet the applicable minimum value requirement of EUR 120,000.

7.	If a client statement cannot be obtained before the submission deadline, please indicate whether alternative proofs are acceptable (for example completion certificate, signed acceptance of deliverables, contract together with final invoice).	The Instructions to Tenderers require statements issued by clients confirming the information provided for each reference project. Tenderers should therefore provide the required client statements. Where, for objectively justified reasons, such a statement cannot be obtained, the tenderer may submit other documentary evidence demonstrating the satisfactory performance and completion of the relevant services. The Contracting Authority reserves the right to assess whether the evidence submitted is sufficient and to request additional supporting information or clarification, where appropriate.
8.	ITT II.2.1 states that missions "are expected to take place" in the six Regional Partners, while the Technical Specifications do not mention missions. Please confirm whether a minimum number of missions is required, or whether data collection may rely on local experts (TS 7.2) and online interviews.	No fixed minimum number of missions per Regional Partner is prescribed. However, the Instructions to Tenderers state that missions are expected to take place in the six Regional Partners. Tenderers should propose in their methodology and work plan the missions they consider necessary for the effective implementation of the assignment. The use of local experts and online interviews/meetings is permitted and may complement missions, particularly for data collection.

9.	TS 6.1 requires the physical presence of the team in Belgrade "from time to time". Please indicate the expected frequency or the occasions concerned.	No predetermined frequency of physical presence in Belgrade is prescribed. Physical presence will be required when reasonably necessary for the effective implementation of the assignment, including relevant coordination, consultation and in-person meetings with the Contracting Authority and stakeholders. The exact timing and frequency will be agreed during implementation, taking into account the approved methodology, work plan and needs of the assignment.
10.	TS 8.2 requires online meetings with stakeholders "for each deliverable (excluding inception report) at least three times". Please confirm whether this means three meetings per deliverable (nine in total) or three meetings in total.	The requirement means at least three online stakeholder meetings for each of the three substantive deliverables, excluding the Inception Report, i.e. at least nine online stakeholder meetings in total. This can be reduced in agreement with contracting authority in cases where it is deemed that even with fewer than 3 meetings, there is sufficient coordination and engagement by stakeholders.
11.	For the in-person meeting under TS 8.2 ("at least once"), please indicate the expected location, duration and approximate number of participants. Please also indicate whether the Secretariat's premises may be used, or whether venue and catering costs are borne by the Contractor. Please	At least one in-person meeting is required in accordance with Section 8.2 of the Technical Specifications. The precise location, duration, format and approximate number of participants are not predetermined and will be agreed with the Contracting Authority during implementation, taking into account the relevant deliverable, stakeholders and project needs. The working language of the assignment and meetings shall be English.

	also confirm whether interpretation is required, or whether meetings are held in English only.	Interpretation is not required as a standard requirement under the Technical Specifications. Tenderers should make adequate provision in their financial offer for the organisational and logistical costs necessary to fulfil the meeting requirements set out in the Technical Specifications. As stated in the Technical Specifications, <u>the costs associated with Regional Partners participants' attendance at in-person meetings will not be covered by the project budget</u>. Where appropriate and subject to availability, practical arrangements concerning the use of the Secretariat's premises may be agreed during implementation. The Contract Price is firm and fixed for the entire period of performance. Therefore, unless expressly provided otherwise in the tender documentation or subsequently agreed in accordance with the Contract, tenderers should not assume separate reimbursement of costs necessary for performance of the assignment.
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